

Quality, Safety, Access and Value

Quality

The DHHS recognizes the need for systematic improvement in the quality of health services delivered to North Carolinians. Information related to outcomes based on national, evidence-based clinical guidelines should be readily available in order to allow for informed decision-making by citizens and providers. Availability of comparative outcomes data will help promote these quality improvement efforts.

To warrant the public trust implied in the Certificate of Need process, health care must be delivered by qualified providers with a consistent level of quality. Regular reporting of quality outcomes can provide the basis for the systematic improvement of health services.

Safety

Citizens should expect that health care delivered in North Carolina is safe – using established safety metrics, services should be monitored and meaningful efforts made to eliminate practices that contribute to avoidable injury or death and to incorporate practices that promote and ensure safety.